

**REPORT/RECOMMENDATION TO THE BOARD OF SUPERVISORS  
OF SAN BERNARDINO COUNTY, CALIFORNIA  
AND RECORD OF ACTION**

**March 16, 1999**

**FROM:** CHARLES R. JERVIS, Director  
County Medical Center

**SUBJECT: AGREEMENT WITH INTERNATIONAL NETWORK SERVICES**

**RECOMMENDATION:** Approve agreement with International Network Services to allow for a "Triage" Computer network Project Manager to continue to develop and maintain the technical project plan and implementation schedule for the opening of the Arrowhead Regional Medical Center (ARMC).

**BACKGROUND INFORMATION:** Since the original scheduled opening day of October 20, 1998, there has been a significant turnover in personnel and an inability to recruit qualified personnel in a timely manner to ensure that ARMC could effectively open on the scheduled date of March 30, 1999. Due to the exodus of upper management personnel, it became imperative that someone with a working knowledge and experience in triaging major computer network systems be found to facilitate the computer network needs for opening on the scheduled date.

**REASON FOR RECOMMENDATION:** This action is necessary to ensure that the ARMC computer network and infrastructure will be functional for the opening date of March 30, 1999. The "Triage" Network Project Manager will be responsible for developing an overall troubleshooting plan derived from the original project plan that identifies the major tasks and dependencies needed to maintain and oversee the switchover to the new infrastructure of ARMC. The plan will include the critical path, risks, and alternative plans for meeting the scheduled date. The project plan will incorporate tasks from IT (including network and application dependencies) Facilities, as well as for OSHPD and the master construction plan.

In addition to the project plan development, the Project Manager will train the ARMC Information Management team on all aspects of the new state-of-the-art computer network, as well as develop a process for tracking problems and issues that impact plans for the maintenance of the computer network at ARMC. The Project Manager will also supervise the training and transfer of knowledge to new ARMC personnel hired to maintain the new sophisticated infrastructure of the computer network at ARMC. Weekly status meetings will be facilitated by the Project Manager to track progress-against-plan, develop contingency plans, and review open issues. Status reports and a revised project plan will be presented to hospital administration staff weekly. The project management requirement is estimated to be for approximately 14 weeks.

**REVIEW BY OTHERS:** This agreement has been reviewed by County Counsel (Charles J. Larkin, Deputy County Counsel).

**FINANCIAL IMPACT:** The entire amount of \$108,500 will be expensed from the Medical Center Enterprise funds. There is no impact to the General Fund

**PRESENTER:** Charles R. Jervis, Director, County Medical Center.

Record of Action of the Board of Supervisors